

PUBLIC SERVICES OBJECTIVES

Overall Goal:

To improve the overall quality of life for Cambridge residents by creating and coordinating public services.

Objective #1:

Create or support a broad array of services and opportunities for families and youth.

Persons to be Served:

Over the year 1450 families and/or children/youth will be served through a variety of public service grants.

Expected Resources:

- Community Development Block Grant:
- Local Property Taxes:

Strategies:

Through a combination of Community Development Block Grant and Property Taxes, the Department of Human Service Programs will continue to contract with local non-profit community providers who work with families and children/youth that will provide the following:

Services	Outputs	Outcomes
Affordable preschool programs, out of school time activities, summer camps.	Scholarships for low-moderate income families; day camp for children with behavioral special needs.	1. Increases in the supply of and access to high quality, developmentally appropriate, and affordable early care and education programs and camps for low-moderate income families. 2. Increases in the social, emotional, physical, and cognitive development of children. 3. Increased self-esteem and behavior management for children.
Career counseling to Cambridge child care providers.	Counseling sessions, group workshops, technical assistance calls.	1. Increased knowledge of child development, teaching skills, curriculum development, etc., by providers. Increased access to education and professional

		development opportunities. 2. Increase in the number of skilled and qualified providers of quality care and education for children/youth
Support for court involved youth	Support groups and educational workshops for court-involved youth about critical teen issues such as sexual behavior, substance abuse, peer pressure, peer and domestic violence. Group and individual counseling.	1. Development of nurturing and working relationships for children/youth. 2. Utilization of community resources by families with court-involved youth. 3. Decreases in risk-taking and violent behavior among hard to reach, low-income court involved children/youth.
Access to readily available community services for adults, families and children/youth that are culturally sensitive and appropriate; and Intervention, referrals and counseling for adults, families and youth/children.	Provide information about available services for all families including specific linguistic and ethnic populations; provide referrals to available services; provide direct services, distribute information; advocate for vulnerable or hesitant individuals; and assist linguistic minority families to receive services. Follow-up to ensure service provision; provide counseling and case management	1. Access to and use of existing services. 2. Adaptation to new life and culture. 3. Resolution on problems with ease, comfort and confidence. 4. Formulation of collaborative, comprehensive service initiatives for the cross-cultural populations. 5. Gaps in services identified and addressed
Employment preparation, training and assistance in entering the workforce for adults and youth.	Classes, counseling and case management, job placements, monitoring job performance and resolving job related issues.	1. Increases in self-esteem and self-confidence by adults and youth. 2. Increased employability, learned goal setting and decision-making. 3. Reduction in the number of individuals living in poverty.
Shelter and support to homeless families and youth/children.	Intake and orientation, referral to alternative housing situations, assist in getting settled and acclimated, develop individualized case management plan, develop	1. Access to and use of transitional and/or permanent housing. 2. Increases in number of families becoming settled and acclimated.

	housing search plan; assist adults in recovery from alcoholism and substance abuse in finding transitional and/or permanent housing; assist families with children in finding transitional and/or permanent housing	3. Reduction in the number of homeless adults and families with children. 4. Increases in self-sufficiency skills by adults and families. Increases in the number of adults in recovery from alcoholism and/or substance abuse.
Legal services to adults and families who are at risk of becoming homeless	Represent public and private housing tenants in eviction cases, housing appeals, etc.; educate advocates and providers on tenant –landlord rights; social work and case management; provide training and supervision to housing program staff and volunteers.	1. Prevention of homelessness and involuntary dislocation of low-income families and individuals with disabilities, senior citizens, and victims of domestic violence. 2. Reduction in the number of homeless adults and families.

Objective #2:

Create or support domestic violence and abuse prevention and treatment for adults and youth.

Persons to be Served:

Over the year 450 adults and/or youth will be served through a variety of public service grants.

Expected Resources:

- Community Development Block Grant:
- Local Property Taxes:

Strategies:

Through a combination of Community Development Block Grant and Property Taxes, the Department of Human Service Programs will continue to contract with local non-profit community providers to provide the creation or support of domestic violence and abuse prevention and treatment for adults and youth that will provide the following:

Services	Outputs	Outcomes
Legal services to women living in poverty and/or low income victims of domestic violence	Provide legal advice and counseling; individual counseling, casework and group counseling, represent victims in court; distribute domestic violence and child support information; training and support and supervision for volunteers working with victims of domestic violence	1. Achievement of long term physical, emotional and financial security by women and children who are victims of domestic violence. 2. Increases in the number of motivated, well-trained and supervised volunteers.
Support groups and educational workshops to low-income women, and safe daytime space and assistance to homeless women.	Support group for battered women, finance workshops, alcohol support group, stress reduction workshops, and disability support groups.	1. Utilization of skills and tools learned by victims of domestic violence that result in healing from the traumatic effects of domestic violence. 2. Access to and use of support, training, resources and information that results in victims of domestic violence in emerging from abuse, poverty and social isolation.
Dating violence prevention and Intervention.	Individual and group counseling sessions; educational and preventative information; intervention services; training; and dissemination of information	1. Increase in level of knowledge by youth and teens about the risk of dating violence. 2. Enhanced capability by youth and teens to prevent

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	to larger community.	dating violence and assist peers with intervention activities.
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Objective #3:

Create support services for Linguistic minorities in Cambridge.

Persons to be Served: Over the year, these strategies will serve 850 people through a variety of public service grants.

Expected Resources:

- Community Development Block Grant
- Local Property Taxes

Strategies: Through a combination of Community Development Block Grant and Property Taxes, the Department of Human Service Programs will continue to contract with local non-profit community providers who work with linguistic minorities to provide the following:

Services	Outputs	Outcomes
Direct service and collateral support for linguistic families with infants-toddlers with disabilities and special family needs.	Comprehensive developmental assessment and specialized therapeutic intervention for children under three years old who have or are at risk for developmental problems; case management and individual family service planning; weekly home visits; parent-child groups at community sites; transportation; consultation to community child care staff; hire, train and support bilingual/bicultural Early Intervention specialists.	1. Increased access to and use of early intervention services and medical care for linguistic families with infants-toddlers with disabilities and special family needs. 2. Increase in access to other existing community services by these families. 3. Increase in skills and knowledge of bilingual/bicultural Early Intervention staff who work with linguistic families. 4. Increase in number of trained bilingual/bicultural Early Intervention staff.
Weekly program consisting of recreational, social and educational activities to senior citizens of Haitian descent.	Transportation, meals, health screening, medical referrals, and monthly health monitoring; social services such as access to food pantries; elementary ESL classes; citizenship exam preparation classes; and resources for immigration and welfare issues.	1. Increase in access to and use of existing community services by Haitian senior citizens. 2. Reduction of feelings of isolation; increase in English language skills; increase in access to and use of immigration and welfare resources and services.

Information and referral services to individuals and families who speak Spanish, Portuguese, and who emigrated from Ethiopia and other parts of Africa.	Case management services; consultation to other community agencies; advocacy; employment support services; community radio program for Ethiopian families.	1. Increase in access to and use of existing community services and resources by individuals/families who are speakers of Spanish or Portuguese or who emigrated from Africa. 2. Increase in employment by participating adults. Increase in financial self-sustainability by participating families.
Interpretation and translation services to speakers of Spanish, Haitian and Portuguese languages.	Interpretation/translation at community and social service agencies such as INS, housing authorities, courts, social security offices; translation of documentations such as birth certificates.	1. Increase in access to existing community services and resources by individuals & families who are speakers of Spanish, Haitian and Portuguese languages.
To provide English language instruction and counseling services and support to at-risk parents, with children under eight years old.	English instruction for linguistic parents; weekly counseling; initial and ongoing assessments; outreach via mailings to community agencies, schools, clinics, and churches, and media advertisements; bi-weekly parent-and-child time; and workshops for families in collaboration with other existing community programs.	1. Increase in English proficiency and school readiness skills among participating children; increase in the literacy skills of participating families; increase in access to and use of community resources; and increase in parenting skills, parent involvement in children education.
Bilingual/bicultural mental health services and support to recently immigrated Spanish, Portuguese and Haitian speaking children and families with serious psychosocial problems, intensified by cultural differences and social disadvantages.	Cross-cultural staff that are representative of the population to be served; outreach and networking at schools and in the community; school-based group counseling sessions in Spanish, Portuguese and Haitian Creole; referral services; case management services; consultation to other community programs serving this population; and training on cross-cultural mental health issues for schools and other community programs.	1. Increase in number of cross-cultural staff; increase in knowledge and skills of cross-cultural mental health issues by school and other community program staff. 2. Increase in psychological health and academic success of participating linguistic youth.

Objective #4:
Provide emergency food resources for residents in need.

Persons to be Served: Over the year 14,050 adults, families, children and youth will be served through a variety of public service grants.

Expected Resources:

- Community Development Block Grant:
- Local Property Taxes:

Strategies: Through a combination of Community Development Block Grant and Property Taxes, the Department of Human Service Programs will continue to contract with local non-profit community providers who work in emergency food services, that will provide the following:

Services	Outputs	Outcomes
Delivery of foods to sites that serve low-income individuals; deliver food to homebound individuals.	Maintain consistent sources of quality foods; develop and maintain relationships with local warehouses, grocery stores, farms, etc.; identify and screen eligible participants; delivery food to homebound individuals; produce and disseminate materials on hunger and health; and advocacy.	1. Receipt of fresh, nutritious food by low-income individuals. 2. Reduction in hunger in Cambridge through advocacy, community education and empowerment projects.
Food and other community resources through Food Pantries	Food Pantry open on a regular basis; distribution of food to low-income families and children; advocacy, community education and empowerment projects,	1. Receipt of fresh, nutritious food and other community resources that result in the reduction in hunger in Cambridge through advocacy, community education and empowerment projects. 2. Increase in community involvement in Food Pantries.

Objective #5:

Create or support services for senior citizens and/or disables.

Persons to be Served: Over the year 550 senior citizens will be served through a variety of public service grants.

Expected Resources:

- Community Development Block Grant:
- Local Property Taxes:

Strategies:

Through a combination of Community Development Block Grant and Property Taxes, the Department of Human Service Programs will continue to contract with local non-profit community providers who work with senior citizens to provide the following:

Services	Outputs	Outcomes
Assistance for senior citizens of Haitian decent.	Recreational, social and educational activities; interpretation/translation; assistance with completing applications for Senior Food Pantries and other relevant benefits; ESL, US History and Civics classes; and preparation for Citizenship Exams.	1. Access to and use of services for senior citizens of Haitian decent. 2. Increase in English as second language literacy skills of senior citizens of Haitian decent. 3. Increase in seniors taking Citizenship Exam; and 4. Decrease in isolation of seniors of Haitian decent.
Services for senior citizens.	Medical dial-a ride transportation services; and nutritional shopping transportation.	1. Increased access to and utilization of medical services by senior citizens. 2. Enhanced nutrition and overall health for seniors. 3. Decreases in isolation.
Services for Homebound Senior Citizens and Persons with Disabilities	Home-based services including housecleaning, reorganization, and safety planning; information and referral to other existing services for senior citizens; and counseling.	1. Reduction in number of seniors and persons with disabilities at risk of being evicted and displaced due to unsanitary and hazardous living conditions; 2. Increase in access to and use of other community resources.
Escort/Transportation and	Escort and transportation to	1. Increased access to and

Caregiver-Respite Program for Senior Citizens and other Individuals with Disabilities.	medical appointments, shopping and other critical errands; and companionship and home visiting program; caregiver support and relief program.	use of community services by senior citizens and other individuals with disabilities; decrease in feelings of isolation by homebound senior citizens and other individuals with disabilities. 2. Reduction in turnover rate of caregivers of senior citizens and other individuals with disabilities.
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